



Job Description

Job Title: Supervisor ERP Technology

Position Code:

Job Classification: Exempt

Supervisor: Director Budget & ERP

Pay Grade: Grade 42

Contract Length: 245

Job Summary

Supervisor, ERP Technology is responsible for the implementation, maintenance, and optimization of the school division Enterprise Resource Planning (ERP) system. This involves managing a team of ERP professionals, ensuring data accuracy, troubleshooting system issues, and aligning the ERP system with business needs to enhance operational efficiency. Ensures accurate and effective implementation of security controls. Work requires highly professional customer services to staff and students. Oversees vendor system maintenance, and third-party service providers for system maintenance, upgrades, and support. Coordinates the implementation of system upgrades, patches, and customizations to improve functionality and address evolving business requirements.

Essential Duties

1. Supervises the ERP Help Desk and support staff. Manages and guides a team of ERP professionals, providing training, and fostering a collaborative environment.
2. Ensures appropriate support and training for ERP system users, including timely ERP system issue resolution and ensuring system availability through meaningful communications and scheduling.
3. Monitors ERP project planning initiatives and teams that include establishing priorities, specifications and approaches, organizing necessary project team members and scheduling, working with others to complete specific projects such as ERP system upgrades, new system module implementations or replacement of entire ERP system.
4. Maintains a broad knowledge of ERP system technology, including best practices for database security administration and ERP system data governance.
5. Ensures accurate and effective implementation of security controls, safeguarding confidential data and maintaining data integrity supporting accurate financial information and reporting.
6. Oversees vendor system maintenance and ensures the coordination of system upgrades and maintenance of other third-party service providers module such as dashboards and document storage.
7. Researches and analyzes current and evolving ERP system functionalities and works with various departments to understand their ERP support needs, identify areas for improvement, and ensure the ERP system effectively supports their processes and reporting requirements.
8. Monitors and prepares quarterly Key Performance Indicators (KPIs) reports on ERP system availability, average resolution time, incident category and training initiatives, vendor SLA and NNPS support SLA actuals and major process response times to support changes to system resources and contractual service improvements.
9. Manages the coordination of major ERP system processes affecting multiple functions and departments such as employee re-election, benefits open enrollment, market adjustments, calendar and fiscal yearend processing and benefits reporting.
10. Participates in training and professional development to increase individual skills and proficiency related to the assigned duties
11. Prepares quarterly ERP system user newsletter. Providing user updates and 'what's new' in the ERP systems or associated systems.
12. Models are nondiscriminatory practices in all activities.

Other Duties

Perform any other related duties assigned by the Director Budget & ERP and other appropriate administrators.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be provided to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

Bachelor's degree in business management, finance, computer science or a related field preferred; 8-10 years of progressively responsible experience in ERP systems supervision, Help Desk support, project management or demonstrated ERP system functional user experience in financials, human resources or payroll processing capacity; or any equivalent combination of education and experience. Must possess the ability to organize and direct the work of the ERP division system and functional staff. Must possess a working knowledge of ERP system technologies; ability to understand the overall architecture of a solution. Must possess in-depth knowledge of NNPS division policies and school operating procedures. Must possess a solid understanding of manual and automated testing concepts. Experience in writing system documentation, system specifications, system requirements, project plans, correspondence, studies, reports, and training materials. Must possess strong analytical, oral, and written communication skills. Proficient in the use of Microsoft Word, Project, PowerPoint, Visio, Tyler Reporting services (SQL), Excel and other productivity software applications. Must possess the ability to establish and maintain effective working relationships with technical staff, administrators, school personnel and contractors.

Working Conditions & Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be provided to enable individuals with disabilities to perform essential functions. Must have the ability to sit and stand for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer terminal; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels; physical agility to lift up to 25 pounds; to bend, to stoop, to sit on the floor, to climb stairs, to walk and to reach overhead.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office or school environment. The noise level in the work environment is usually moderate.

Supervision Exercised: Assigned Staff

Supervision Received: Director of Budget & ERP

This job description in no way states or implies that these are the only duties to be performed by this employee. The Supervisor ERP Technology will be required to follow any other instructions and to perform any other related duties as assigned by the Director of Budget & ERP, or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor Date

I acknowledge that I have received and read this job description.

Employee Name (Print) Signature Date

8/2025 JSA